



# CALIFORNIA HOUSING FINANCE AGENCY

California State Government

EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION. IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

## STAFF SERVICES MANAGER III

### Departmental Promotional Exam for Sacramento

Who Should Apply	Applicants must have a permanent civil service appointment with CalHFA as of the final file date to compete in this examination.
How to Apply	<p>Examination Applications (STD 678) are available and may be filed in person or by mail with the:</p> <p>California Housing Finance Agency P. O. Box 4034 Sacramento, CA 95812 <b>(File by mail)</b></p> <p>Or</p> <p>1415 L Street, 5<sup>th</sup> Floor Sacramento, CA 95814 <b>(File in person)</b> Attn: Therese Lozano, Exam Analyst</p>
Final Filing Date	<p>Applications are also available and may be filed out online at State Personnel Board's website at <a href="http://www.spb.ca.gov">www.spb.ca.gov</a></p> <p><b>DO NOT</b> submit your application to the State Personnel Board.</p> <p><b>Note: All applications must include “to” and “from” dates (month/year), time-base, and position title and description for each relevant position held. We will be unable to process your application without this information.</b></p> <p><b>PLEASE INDICATE THE FOLLOWING EXAMINATION CODE ON YOUR APPLICATION: 10280CV</b></p> <hr/> <p><b>September 17, 2004</b>, is the final filing date. Completed applications (Form 678) must be postmarked no later than the final filing date. Applications postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted for any reason.</p> <p>If you have a disability and need special testing arrangements, mark the appropriate box on the Examination Application (STD 678). You will be contacted to make specific arrangements.</p>
Monthly Salary Range	<p>\$6,334 – 6,984</p> <hr/>
Requirements for Admittance to the Examination	<p>Either I</p> <p>One year of experience in the California state service performing the duties of a Staff Services Manager II (Supervisory) or Staff Services Manager II (Managerial).</p> <p>Or II</p> <p>One year of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Staff Services Manager II (Supervisory) or Staff Services Manager II (Managerial). And Current employment in a class with a level of responsibility not less than that of Staff Services Manager II (Supervisory) or Staff Services Manager II (Managerial).</p> <p>Or III</p> <p>Two years of experience in the California state service performing the duties of a Staff Services Manager I.</p> <p>Or IV</p> <p><b>Experience:</b> Five years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience which shall have included the preparation of reports and the presentation of recommendations to management beyond the trainee level, at least two years of which must have been in a supervisory capacity. [Experience in the California state service applied toward this requirement must include two years performing the duties of a class with a level of responsibility not less than that of Staff Services Manager II (Supervisory) or Staff Services Manager II (Managerial).] (In appraising experience more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.) <b>and</b></p> <p><b>Education:</b> Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)</p> <p>A position exists with the California Housing Finance Agency in Sacramento.</p> <p><b>Note:</b> All applicants must meet the education and/or experience requirements for this exam by the final filing date.</p> <hr/>
Position Description and Location	<p>Positions at this level have full management and supervisory responsibility in charge of a major Staff Services function requiring skills and knowledge at the highest level with responsibility for work of the most critical or sensitive nature as relates to a department's primary mission.</p> <p>A position exists with the California Housing Finance Agency in Sacramento.</p> <hr/>

- SEE REVERSE SIDE FOR ADDITIONAL INFORMATION \*

Examination Information	This examination will consist of a qualifications appraisal interview only. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.
	<b>QUALIFICATIONS APPRAISAL – WEIGHTED 100%</b>
	Competitors who do not appear for the qualifications appraisal interview will be disqualified.
Scope	<p>In addition to evaluating the competitor's relative abilities as demonstrated by quality and breadth of experience, emphasis will be placed on measuring competitively, relative to job demands, each competitor's:</p> <p><b>Knowledge of:</b></p> <ul style="list-style-type: none"><li>Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas;</li><li>Principles and practices of employee supervision, development, and training;</li><li>Program management;</li><li>Formal and informal aspects of the legislative process;</li><li>The administration and department's goals and policies;</li><li>Governmental functions and organization at the State and local level;</li><li>Department's Affirmative Action Program objectives; and</li><li>A manager's role in the Affirmative Action Program and processes available to meet affirmative action objectives.</li></ul> <p><b>Ability to:</b></p> <ul style="list-style-type: none"><li>Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems;</li><li>Develop and evaluate alternatives;</li><li>Analyze data and present ideas and information effectively both orally and in writing;</li><li>Consult with and advise administrators or other interested parties on a wide variety of subject-matter areas;</li><li>Gain and maintain the confidence and cooperation of those contacted during the course of work;</li><li>Review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies;</li><li>Manage a complex Staff Services program;</li><li>Establish and maintain project priorities;</li><li>Develop and effectively utilize all available resources; and</li><li>Effectively contribute to the department's affirmative action objectives.</li></ul>
Special Personal Requirements	Demonstrated ability to act independently, open-mindedness, flexibility, and tact.
Eligible List	The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.
Veterans Preference	
Career Credits	Credits are not granted in promotional exams.

GENERAL INFORMATION

It is the candidate's responsibility to contact the CalHFA - Exam Analyst (916) 324-4945 three days prior to the written test date if he/she has not received his/her notice.

For an exam without a written feature it's the candidate's responsibility to contact the CalHFA Exam Analyst (916) 324-4945 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach them prior to the day of interview due to a verified postal error, they will be rescheduled upon written request.

Applications are available from the State Personnel Board offices, local offices of the Employment Development Department and the Department noted on the front.

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil services status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of State Personnel Board offices.

Veterans Preference: California law allows granting of veterans preference points in open entrance examinations and open non-promotional exams. Credit in open entrance examinations is granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans; and 15 points for disabled veterans. Credit in open non-promotional examinations is granted as follows: 5 points for veterans; and 10 points for disabled veterans. If you established your veteran's eligibility with the State Personnel Board before August 21, 1994, you must reapply. Due to changes in the law, effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive veterans' credits. Directions for applying for veterans' preference points are on the veteran preference application form (Form 1093), which is available from State Personnel Board offices, written test proctors, and the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001.

Career Credits: In open, non-promotional examinations, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served on full year in or are graduates of the California Conservation Corps (eligibility shall expire 25 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the exam. Such examinations cannot be for managerial positions described in Government Code Section 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the Examination Application for STD 678. (Section 4 of Article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento.)

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Interview Scope: If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development and the progress he/she has made in his/her efforts toward self-development.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis. California Relay (Telephone) Service for the Deaf or Hearing-impaired. From TDD phones: 800-735-2929. From voice phones: 800-735-2922.